

**COMMUNITY DEVELOPMENT  
DEPARTMENT - PHONE STATS**

<b>Administration</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>YTD</b>
Total # of Incoming Calls	403	479	596	1478
Total # of Returned Calls	258	271	325	854
Total # of Returned Calls within Standard	256	269	319	844
Percent Returned within Standard	99%	99%	98%	99%

<b>Animal Control</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>YTD</b>
Total # of Incoming Calls	144	148	136	428
Total # of Returned Calls	117	132	111	360
Total # of Returned Calls within Standard	113	120	104	337
Percent Returned within Standard	97%	91%	94%	94%
Total # of Incoming Calls (extension 2488)	1584	1851	2470	5905
Total # of Returned Calls	1030	1204	1605	3839
Total # of Returned Calls within Standard	1030	1204	1605	3839
Percent Returned within Standard	100%	100%	100%	100%
Total # of Incoming Calls (extension 2489)	630	213	409	1252
Total # of Returned Calls	68	62	101	231
Total # of Returned Calls within Standard	57	34	93	184
Percent Returned within Standard	84%	55%	92%	80%
Total # of Incoming Calls (Division-wide)	1958	2212	3015	7185
Total # of Returned Calls	1215	1398	1817	4430
Total # of Returned Calls within Standard	1200	1358	1802	4360
Percent Returned within Standard	99%	97%	99%	98%

<b>Building</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>YTD</b>
Total # of Incoming Calls	1689	849	1007	4540
Total # of Returned Calls	999	349	496	2362
Total # of Returned Calls within Standard	978	333	487	2311
Percent Returned within Standard	98%	95%	98%	98%

<b>Code Enforcement</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>YTD</b>
Total # of Incoming Calls	545	873	1210	2628
Total # of Returned Calls	545	871	1202	2618
Total # of Returned Calls within Standard	531	847	1184	2562
Percent Returned within Standard	97%	97%	99%	98%

<b>Customer Service</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>YTD</b>
Total # of Incoming Calls (Division-Wide)	1423	1821	1704	4948
Total # of Returned Calls	1274	1650	1506	4430
Total # of Returned Calls within Standard	1147	1389	1381	3917
Percent Returned within Standard	90%	84%	92%	88%
Total # of Incoming Calls (Land Use Line)	282	360	704	1346
Total # of Returned Calls	271	332	558	1161
Total # of Returned Calls within Standard	168	158	157	483
Percent Returned within Standard	62%	48%	28%	42%

<b>Development Services</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>YTD</b>
Total # of Incoming Calls	868	900	1159	4022
Total # of Returned Calls	707	672	891	3093
Total # of Returned Calls within Standard	700	669	883	3063
Percent Returned within Standard	99%	99%	99%	99%

<b>Engineering Services</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>YTD</b>
Total # of Incoming Calls	940	1019	1248	4231
Total # of Returned Calls	586	602	634	2430
Total # of Returned Calls within Standard	570	583	611	2361
Percent Returned within Standard	97%	97%	96%	97%

<b>Fire Marshal</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>YTD</b>
Total # of Incoming Calls	805	832	976	3582
Total # of Returned Calls	327	372	344	1352
Total # of Returned Calls within Standard	322	368	337	1331
Percent Returned within Standard	98%	99%	98%	98%

<b>Long Range Planning</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>YTD</b>
Total # of Incoming Calls	477	551	589	2124
Total # of Returned Calls	361	404	417	1551
Total # of Returned Calls within Standard	354	394	415	1530
Percent Returned within Standard	98%	98%	99%	99%

<b>DEPARTMENT TOTALS</b>	<b>Jan-04</b>	<b>Feb-04</b>	<b>Mar-04</b>	<b>YTD</b>
Total # of Incoming Calls	9108	9536	11504	34738
Total # of Returned Calls	6272	6589	7632	23120
Total # of Returned Calls within Standard	6058	6210	7419	22279
Percent Returned within Standard	97%	94%	97%	96%